AD-A174 833 TOFACS (TECHNICAL OFFICE AUTOMATION AND COMMUNICATION SYSTEM) I TRAINING (U) DAVID W TAYLOR NAVAL SHIP RESEARCH AND DEVELOPMENT CENTER BET C PETERS ET AL. 1/1

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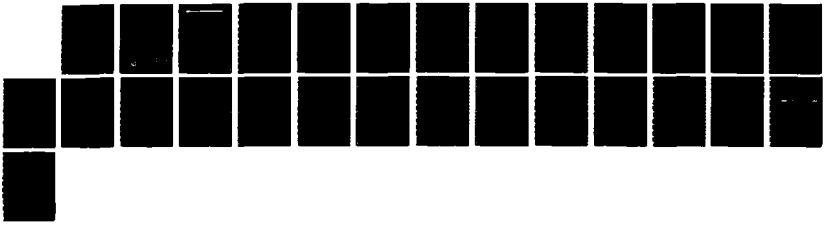

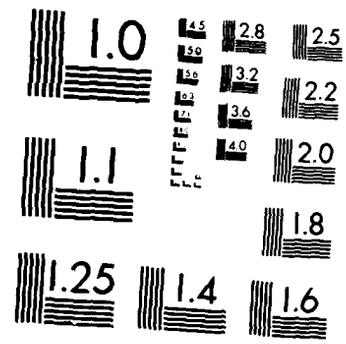

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DTNSRDC/CMLD-86/17 May 1986

Computation, Mathematics, and Logistics Department
Departmental Report

TOFACS I Training Class Evaluation Report

by
Carol Peters
Bob Wybraniec
Adele Peizer

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DTNSRDC/CMLD-86/17 TOFACS I Training Class Evaluation Report

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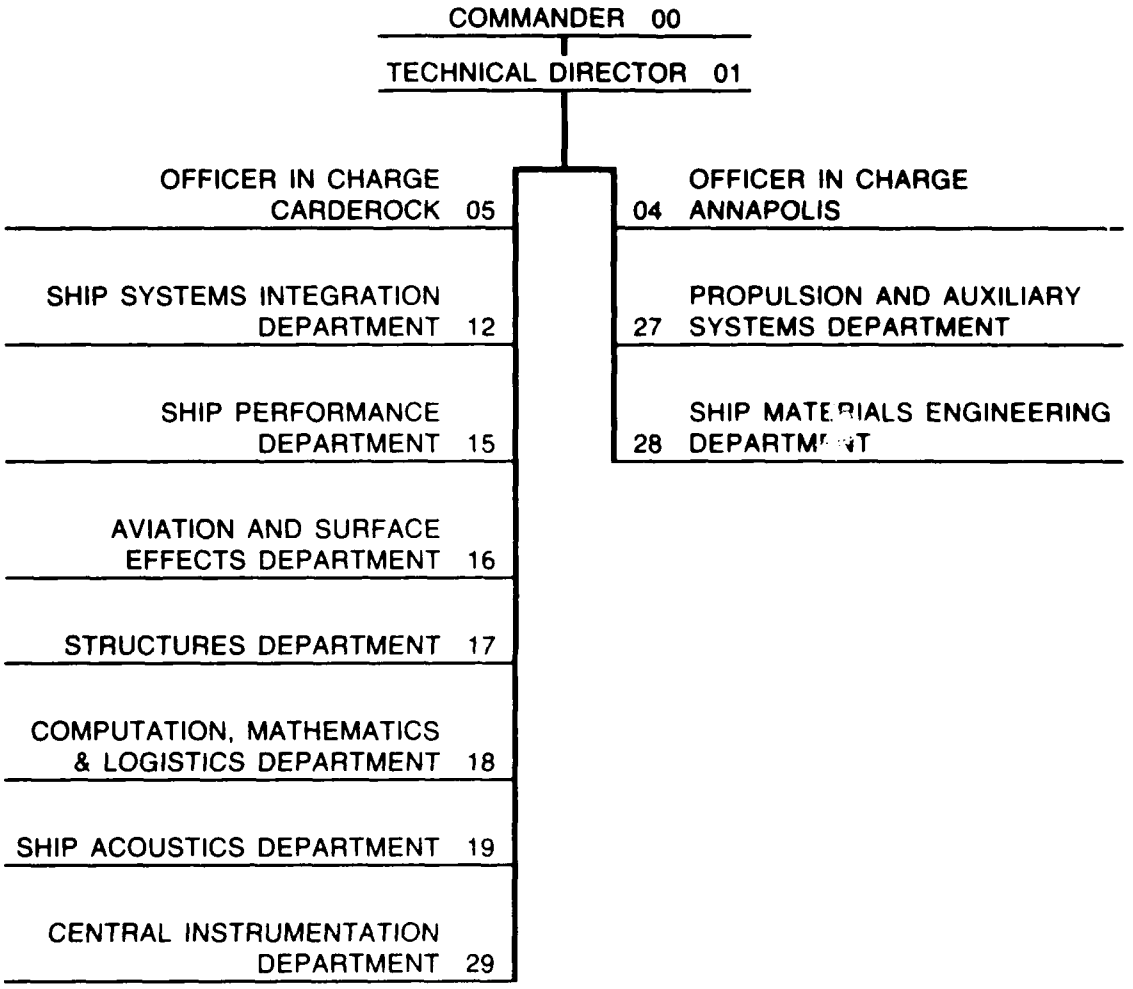

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The Technical Office Automation and Communication System (TOFACS) is a pilot system that has been in operation at the David Taylor Naval Ship Research and Development Center (DTNSRDC) for approximately five years. TOFACS provides users with workstations (terminal, modem and printer) and gives each user access to a comprehensive set of office automation capabilities such as electronic mail, document processing, calendar management, ticklers, and phone message management. The TOFACS office is responsible for providing training to the users of the pilot system. This report summarizes the results of student evaluations for the first six months of teaching the first course entitled "TOFACS I".

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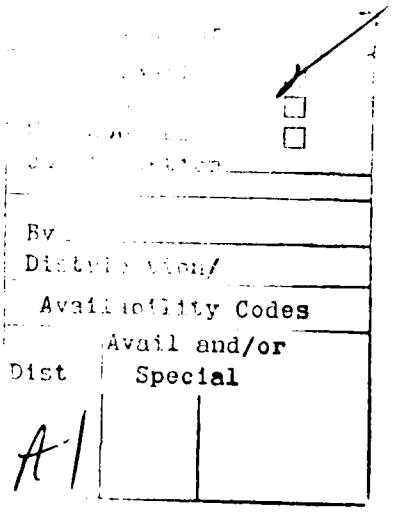

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ABSTRACT

The Technical Office Automation and Communication System (TOFACS) is a pilot system that has been in operation at the David Taylor Naval Ship Research and Development Center (DTNSRDC) for approximately five years. TOFACS provides users with workstations (terminal, modem and printer) and gives each user access to a comprehensive set of office automation capabilities such as electronic mail, document processing, calendar management, ticklers, and phone message management. The TOFACS office is responsible for providing training to the users of the pilot system. This report summarizes the results of student evaluations for the first six months of teaching the first course entitled "TOFACS I".

1. INTRODUCTION

In the early part of 1985 it was decided by the TOFACS office to reevaluate TOFACS training classes. The result of that evaluation was the design of the courses TOFACS I and TOFACS II. The two major functions (mail and document processing), is taught in TOFACS I. The remaining componets would be addressed in TOFACS II.

During the period of 9 July 1985 through 12 December 1985, twenty-three classes of TOFACS I were taught at Carderock/Annapolis. Two of the three instructors were new to teaching training classes. A total of 111 students attended the 23 classes.

2. TOFACS I COURSE OUTLINE

The TOFACS I class is recommended for all new TOFACS users. This class gives each trainee an overview of TOFACS, presents login procedures and workstation info (terminal/modem/printer), presents troubleshooting techniques, and gives detailed instruction on most aspects of electronic mail and document

processing. Class lasts 6 & 1/2 hours commencing and ending promptly at 0830 - 1130 & 1230 - 1600. There is at least one ten minute break in both the morning and afternoon session.

A. TOFACS OVERVIEW

1. Meaning of acronym
2. tofacsa (Vax A/01) & dtrc (Vax B/02) & tofacsc (Vax C/03)
3. Departments on specific machines
4. TUAG interface/responsibilities
5. TOFACS user support
    a. Information Specialist
    b. TUAG rep
6. User Manual
    a. Proper use
    b. Solutions to common everyday problems

B. WORKSTATION

1. Terminal (on/off switch, different types: stand-alone, SEW, pc, micro)
2. Keyboard
    a. Mini keypad
    b. Main
        1. Caps lock
        2. Shift
3. Modem/Data phone (dialing, hs, line button)
4. Communications

a. Modems

b. Couplers

c. LAN

d. Hardwire

5. Printer & Accessories

a. Draft (okidata, Olivetti (ink jet))

b. Letter quality (f10, 630s)

1. Acoustical hood

2. Sheet feeder

3. Form tractor

C. TERMINAL SETUP

1. On-line versus local

2. SETUP A/B/C/D

a. Terminal settings

b. Troubleshooting

a. Drop of 3rd bit

D. LOGGING IN/OUT

1. Phone numbers and/or automatic connect (hard-wire)

2. Connect procedures to proper machine

3. Login and password

4. Prompt for (un)successful login

a. Caps lock; "stty -lcase"

5. Logging out

a. Proper methods

b. Menu

c. Relogin (60 seconds)

E. TOFACS MAIN FRAME (t mode)

1. What's available

2. Help in any frame

F. BRIEFLY DISCUSS COMMAND MODE

G. LOCK/SECURE TERMINAL (ADP SECURITY)

1. Enter private word

2. Reenter private word for confirmation

3. Enter private word to unlock terminal

4. Auto-logout

H. FILE/DOCUMENT PROCESSING

1. DOCUMENT EDITING/MANAGEMENT

a. Default "working" file

b. File/document organization

c. Create a file

d. Create/view/edit a document

1. Cursor movement (up, down, left, right)

2. Go to beginning/end

3. Tab and Back Tab

4. Backspace

5. Delete a character

a. Delete and shift characters

b. Delete and leave space

6. Delete a word

7. Go to next/previous word

8. Delete a line

9. Undo commands for a line

10. Underline a character/word(s)/line

11. Center text

12. Justify lines/paragraph

13. Insert text in a line

14. Page forward/backward 20 lines

15. Shift forward/backward 10 lines

16. Search for character string forward/backward

17. Move line(s) (*Destructive/Non-Destructive*)

18. Open/Close lines

19. Save text without leaving editor

20. Exit and save text

21. Exit and do not save text

e. Restore lost document

1. When to try to restore

2. Interactive session via "rstr"

3. Salvage (done by TOFACS)

4. Lostfile (done by TOFACS)

f. Copy or rename document

1. Access file/document permissions

a. Change/view permissions on a document

b. Change/view permissions on a file

g. Delete document

h. Print document (local or remote)

i. List file/document names

2. SPELLING CHECK

a. Spell limitations

b. Create/edit/sort personal dictionary

c. Create spelling check report

d. Print spelling check report

e. Edit document

3. FORMAT DOCUMENT

a. Format limitations

b. Creation of docname.f

c. Editing old or formatted document

4. READ DOCUMENT

5. COMPOSE MEMOS

a. Default "memo" file

b. Default memo format

c. Create/view/edit memo

d. Copy or rename memo

e. Delete memo

f. Print memo (local or remote)

g. List file/document names

h. Insert a document into a memo

6. LIST AND DELETE FILES/DOCUMENTS

a. List and delete documents in a file

b. List and delete files for an author

7. BRIEFLY DISCUSS ARCHIVE/RETRIEVE/LIST/DELETE FILES/DOCUMENTS

I. FRAME EXIT

1. Exiting back to previous frame

2. Exiting back to prompt

J. ELECTRONIC MAIL

1. Sending Messages

a. Create/edit message

b. Basic editing commands

c. Insert a document into a message

d. Format a message

e. File a message

1. Before sending

2. After sending

f. Sending to and carbon copy recipients

g. Searching for user names

1. Search by surname, sort by surname

2. Search by code, sort by code

3. Search by code, sort by code & surname

h. Distribution lists

1. Create/view/edit/validate personal list

2. View global list

i. Sending DDN mail

j. Getting receipts

1. to

2. cc

2. READING MESSAGES

a. Read message(s)

1. Back/forward

2. Exit and unmark

3. Print

a. Continuous paper

b. Single sheet paper

b. Reply to a message

1. File replied to message in a document

2. Remove CC: names

3. Exit and unmark

c. Forward a message

1. Add comments to forwarded message

2. File forwarded message in a document

3. Exit and unmark

d. Delete message(s)

e. File message(s)

f. Retrieve filed message(s)

g. Save message(s)

h. Review saved message(s)

3. BRIEFLY DISCUSS COUNTING MAIL MESSAGES

4. BRIEFLY DISCUSS AUTOMATIC CARBON COPY

5. BRIEFLY DISCUSS FORWARD MAIL COPY

6. BRIEFLY DISCUSS GROUP MAIL

7. MAIL/PHONE/TICKLER/CALENDAR/GRAFFITI STATUS

a. "No new mail" or "You have new mail"

b. "No calls" or "You have phone calls"

c. Nothing or "Actions due" or "New actions due"

d. Nothing or "No meetings today" or

"X meetings today - Next meeting at mmmm"

e. Last rgft update at date/time

K. BRIEF DISCUSSION OF CALENDAR

L. BRIEF DISCUSSION OF DIRECTORIES

M. BRIEF DISCUSSION OF TELEPHONE LOG

N. BRIEF DISCUSSION OF TICKLER

O. SPECIAL FUNCTIONS

1. Modify password (ADP Security)

a. Enter old password

b. Enter new password

c. Reenter new password

d. Abort reasons

2. Brief discussion of desk calculator

P. BASIC USE OF BULLETIN BOARD

Q. BASIC USE OF GRAFFITI

R. BRIEF DISCUSSION OF OTHER TOFACS FUNCTIONS

1. mis - AUTO-CONNECT TO MRS ON MIS/VAX COMPUTER

    a. Via TOFACS

    b. Direct link

2. Plant account

3. wp - WORD PROCESSOR DOCUMENT TRANSFER

4. tgram/ptgram - VIEW/PRINT TOFACSGRAM

5. TELENET AND DDN ACCESS

S. TOFACS NO-NO'S

T. SECURITY CONSIDERATIONS

U. OTHER CLASSES OFFERED BY TOFACS

V. QUESTIONS AND ANSWERS

W. COURSE EVALUATION FORM

3. COURSE EVALUATION FORM

At the end of each class, the students are requested to fill out a course evaluation form. The purpose of the form is to give the instructors and the TOFACS office feedback on what is being done correctly and what needs to be improved in the training they provide. The following is a sample of the form:

COURSE TITLE: _____

COURSE DATE: _____

COURSE INSTRUCTOR: _____

TO HELP TOFACS IMPROVE OUR TRAINING PROGRAM, PLEASE FILL OUT THE BELOW. PLEASE BE TRUTHFUL. WE WANT TO KNOW WHAT WE'RE DOING RIGHT AND/OR DOING WRONG SO THAT WE MAY BETTER BE ABLE TO SERVE YOUR NEEDS

1. NAME (OPTIONAL): _____

2a. JOB DESCRIPTION/PD: _____ 2b. CODE: _____

3. ORGANIZATION OF SUBJECT MATTER
   ( ) WELL ORGANIZED
   ( ) WELL ORGANIZED IN PART
   ( ) LOOSELY ORGANIZED
   ( ) INDEFINITE AND CONFUSING

4. PRESENTATION
   ( ) ALWAYS CLEAR AND UNDERSTANDING
   ( ) USUALLY CLEAR AND UNDERSTANDING
   ( ) INVOLVED AND HARD TO FOLLOW
   ( ) SOMETIMES DULL OR MONOTONOUS

5. APPROPRIATENESS OF HANDOUTS
   ( ) USEFUL
   ( ) NOT ENOUGH
   ( ) TOO MANY
   ( ) NOT PERTINENT

6. DIFFICULTY COMPARED TO EXPECTATIONS
   ( ) ABOUT RIGHT
   ( ) TOO EASY
   ( ) TOO DIFFICULT

7. LENGTH OF COURSE
   ( ) SATISFACTORY AS IS
   ( ) COULD BE COVERED IN LESS TIME
   ( ) NEEDS MORE TIME

8. DIVISION OF CLASS TIME
   ( ) WELL-DEFINED
   ( ) NEEDS MORE LECTURE/CHALKBOARD
   ( ) NEEDS MORE CLASS DISCUSSION
   ( ) NEEDS MORE WORKSTATION USE
   ( ) NEEDS LESS WORKSTATION USE

9. USERS MANUAL
   ( ) VERY GOOD
   ( ) ADEQUATE
   ( ) FAIR
   ( ) POOR

10. VALUE OF CLASS TO YOUR JOB
   ( ) DIRECTLY USEFUL
   ( ) OF GENERAL USE
   ( ) OF DOUBTFUL VALUE
   ( ) OF NO VALUE

11. DID THIS COURSE MEET YOUR NEEDS?
   ( ) YES
   ( ) IN PART
   ( ) NO

IF NO OR IN PART, WHY NOT: _____

_____

12. WAS THIS COURSE WORTHWHILE?
   ( ) YES
   ( ) NO

IF NO, WHY NOT: _____

_____

13. COURSE INSTRUCTOR:

   RATE EACH CATEGORY ON A SCALE OF 1 (LOW/POOR) TO 10 (HIGH/EXCELLENT)
   ( ) ATTITUDE/ENTHUSIASM
   ( ) KNOWLEDGE OF SUBJECTS/FUNCTIONS TAUGHT
   ( ) TEACHING TECHNIQUES

14. RATE EACH OF THE FOLLOWING ON THE SAME 1 TO 10 SCALE
   ( ) OVERALL RATING OF CLASS
   ( ) OVERALL RATING OF INSTRUCTOR
   ( ) TRAINING FACILITY (ROOM, TERMINALS, ETC.)

15. COMMENTS: ADD ANYTHING YOU FEEL WOULD BE HELPFUL IN EVALUATING THE COURSE, OFFERING AN ALTERNATIVE, OR IMPROVING THE NEXT CLASS.

4. TYPES OF STUDENTS

The following is a listing of the titles and the numbers of students who attended the training classes:

Job Description	How Many
Clerk typist	12
Physicist	1
Personnel Staffing Specialist	3
Secretary	18
Structural Engineer	2
Aviation Program Officer	1
CRT Operator	1
Lead Procurement Clerk	1
Supervisory Supply Technician	1
Coop	1
Accounting Officer	1
Program Analyst	1
Planning Communication System Specialist	1
Branch Head	3
Senior Project Engineer	1
Assistant Supply Officer	1
Science & Technical Assistant	1
Personnel Clerk	1
Engineer	18
Investigator	1
Electrical Engineer	1

Energy Coordinator	1
Editor	2
Procurement Assistant	2
Supply Technician	1
Supply Clerk	1
Printing Specialist	1
Administrative Officer	1
Supervisory Technician	1
Oceanographer	1
Assistant for Research	1
Procurement Clerk	1
Shop Supervisor	2
Material Expert	1
Chemist	1
Computer Specialist	1
Assistant Department Head	1
Materials Scientist	1
Center Scientific Advisor	1
Submarine Coordinator	1
Supervisory Contract Specialist	2
Head, Electronic Technician Staff	1
Personnel Clerk	1
Supervisory Production Controller	1
Maintenance Mechanical General Foreman	1
Mathematician	1
Mechanical Engineer	1

5. SUMMARY OF EVALUATIONS

Following is a summary of the responses received by the students who filled out the course evaluation forms. Sometimes students may not have filled in a question for reasons only known to them. The first number is the number of students who answered the question with that response versus the total number that filled out the form (percentages are listed in the right column).

			PERCENT
3.	ORGANIZATION OF SUBJECT MATTER		
	a. Well Organized	= 76/90	84
	b. Well Organized in Part	= 14/90	16
	c. Loosely Organized	= 0	
	d. Indefinite and Confusing	= 0	
4.	PRESENTATION		
	a. Always Clear and Understanding	= 59/91	65
	b. Usually Clear and Understanding	= 32/91	35
	c. Involved and Hard to Follow	= 0	
	d. Sometimes Dull or Monotonous	= 0	
5.	APPROPRIATENESS OF HANDOUTS		
	a. Useful	= 82/89	92
	b. Not Enough	= 6/89	7
	c. Too Many	= 1/89	1
	d. Not Pertinent	= 0	

6. DIFFICULTY COMPARED TO EXPECTATIONS

a.	About Right	= 88/90	98
b.	Too Easy	= 1/90	1
c.	Too Difficult	= 1/90	1

7. LENGTH OF COURSE

a.	Satisfactory As Is	= 66/91	73
b.	Could be Covered in Less Time	= 3/91	3
c.	Needs More Time	= 22/91	24

8. DIVISION OF CLASS TIME

a.	Well-Defined	= 70/89	79
b.	Needs More Lecture/Chalkboard	= 1/89	1
c.	Needs More Class Discussion	= 2/89	2
d.	Needs More Workstation Use	= 16/89	18
e.	Needs Less Workstation Use	= 0	

9. USERS MANUAL

(At Carderock it was decided not to have the students fill out this question since they only receive the manual when they come to class and really don't have an opportunity to use it during class.)

a.	Very Good	= 14/29	48
b.	Adequate	= 11/29	38
c.	Fair	= 4/29	14
d.	Poor	= 0	

10. VALUE OF CLASS TO YOUR JOB

a. Directly Useful	= 66/91	73
b. Of General Use	= 24/91	26
c. Of Doubtful Value	= 1/91	1
d. Of No Value	= 0	

11. DID THIS COURSE MEET YOUR NEEDS

a. Yes	= 71/89	80
b. In Part	= 18/89	20
c. No	= 0	

12. WAS THIS COURSE WORTHWILE

a. Yes	= 90/90	100
b. No	= 0	

(For the next two questions, the students are instructed to rate the items on a scale of 1 to 10 with 1 signifying low/poor and 10 signifying high/excellent.)

TABLE

13. COURSE INSTRUCTOR	10	09	08	07	06	05
a. Attitude/Enthusiasm	48	21	16	03	00	00
	(based on 88 responses)					
	55%	24%	18%	3%		

b. Knowledge of Subjects/Functions Taught	48	26	09	03	00	00
	(based on 87 responses)					
	55%	30%	10%	5%		
c. Teaching Techniques	36	24	23	03	00	00
	(based on 86 responses)					
	42%	28%	27%	3%		

14. CLASS/INSTRUCTOR/FACILITY

TABLE

	10	09	08	07	06	05
a. Overall Rating of Class	35	24	20	03	02	02
	(based on 86 responses)					
	41%	28%	23%	4%	2%	2%
b. Overall Rating of Instructor	47	27	12	02	00	00
	(based on 88 responses)					
	53%	31%	14%	2%		
c. Training Facility	56	17	11	03	00	01
	(based on 88 responses)					
	64%	19%	13%	3%		1%

15. COMMENTS: ADD ANYTHING YOU FEEL WOULD BE HELPFUL IN EVALUATING THE COURSE, OFFERING AN ALTERNATIVE, OR IMPROVING THE NEXT CLASS.

The students made various comments about the course itself and the instructors. Instead of including all their comments, a summary of what they said follows:

- Small classes (5 to 6 people) are ideal.
- A few felt a class in touch typing (if you had no typing experience) would have been helpful before coming to class.
- Specifically to Annapolis - (1) had problems hearing over the noise from the machines which are in the same area as the training room and (2) at times the telephone lines at Annapolis cause problems and make teaching a challenge.
- The manual needs to be updated.
- A good introduction class.
- The instructors are very helpful.
- Some felt they need more training to find out in more detail about the other functions.
- For the individuals who seemed to have difficulty - their basic message was "need more time to learn".
- Some felt more handouts were needed.

6. CONCLUSIONS AND RECOMMENDATIONS

One hundred percent of the students find the TOFACS I training class to be a worthwhile experience. The instructors are given high marks for their teaching ability. We feel we can still improve on our teaching techniques and are constantly learning by experience itself. We are pleased to know that we meet the needs of most all our students.

We are discussing the problem of 24% of the students thought the class needs more time. There is no easy solution to solving this, if it in fact can be solved. We currently offer students followup training, one-on-one sessions, and are always available to help answer questions/problems/etc. We feel that once a student gets some practical experience using TOFACS on a regular basis, the combination of training and use make all things fall into place.

We are currently developing a new TOFACS Users Manual that will serve as a reference manual, tutorial, self-teaching guide, etc.

A significant statistic that pleases our staff is that 99% (73% directly useful; 26% of general use) of our students said the class was valuable and useful in their jobs. This gives us satisfaction in knowing we are providing a useful service to improve and meet the needs to DTNSRDC employees in their daily job functions.

Telephone line problems at Annapolis have been solved by hardwiring all training room terminals. We cannot solve the noise problem in our Annapolis training room because this is the only space we were given and our efforts to improve this area have not been resolved.

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